



Smile
Suvarnabhumi Airport

Where to...check-in



ROW Airlines

A	TG
B	TG

C	TG
D	9Q, OX, TR, TG, DD, FD, 5E, OX 300

E	FD, AK, QZ
F	PG

G	LH, V V, DE, LT, LX, OS, GA
H	TG

J	TG
K	SK, OX 200, SQ

ROW Airlines

L	OZ, UA, 3K, PK, NH, VN, 5Q
M	MH, KE, CX

N	8M, W5, NX, KE, M J, UO, W9, BA, QF, NW
P	AF, 9W, FM, KL, HM, SU, T5, 5J, IX

Q	BR, XF, QR, XT, MD, EY, MS
R	BR, JO, QV, B7, KC, KU, Z5, QV

S	CI, NX, HY, MA, XT, UL, RJ, AY
T	PR, GF, EK, WY

U	CZ, CA, BV, ET, JQ, S7, BI, HU, 7B, TK, MU, KQ, UN
W	KQ, ET, RA, KB, UN, LY, MU, BG, IC, HY

"Please take a look at flight information display board for accuracy"



Security Checkpoint
จุดตรวจค้น



Left Baggage
รับฝากกระเป๋า



Oversize Baggage Check-in
จุดส่งกระเป๋าเกินขนาด



Day Rooms
ห้องพักรู้นอน



Post Office
ไปรษณีย์



Information Counter
เคาน์เตอร์ประชาสัมพันธ์



Passport Control
ตรวจหนังสือเดินทาง



Lost Property
เคาน์เตอร์รับมรดกติดตามสัมภาระ

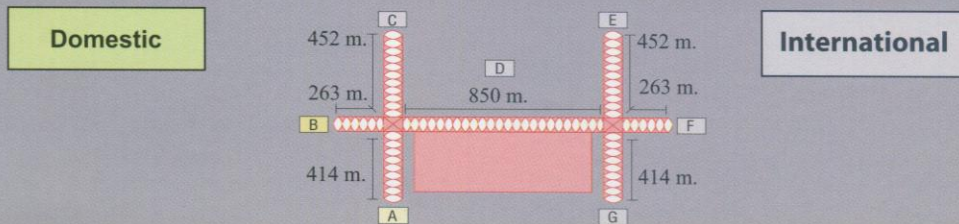
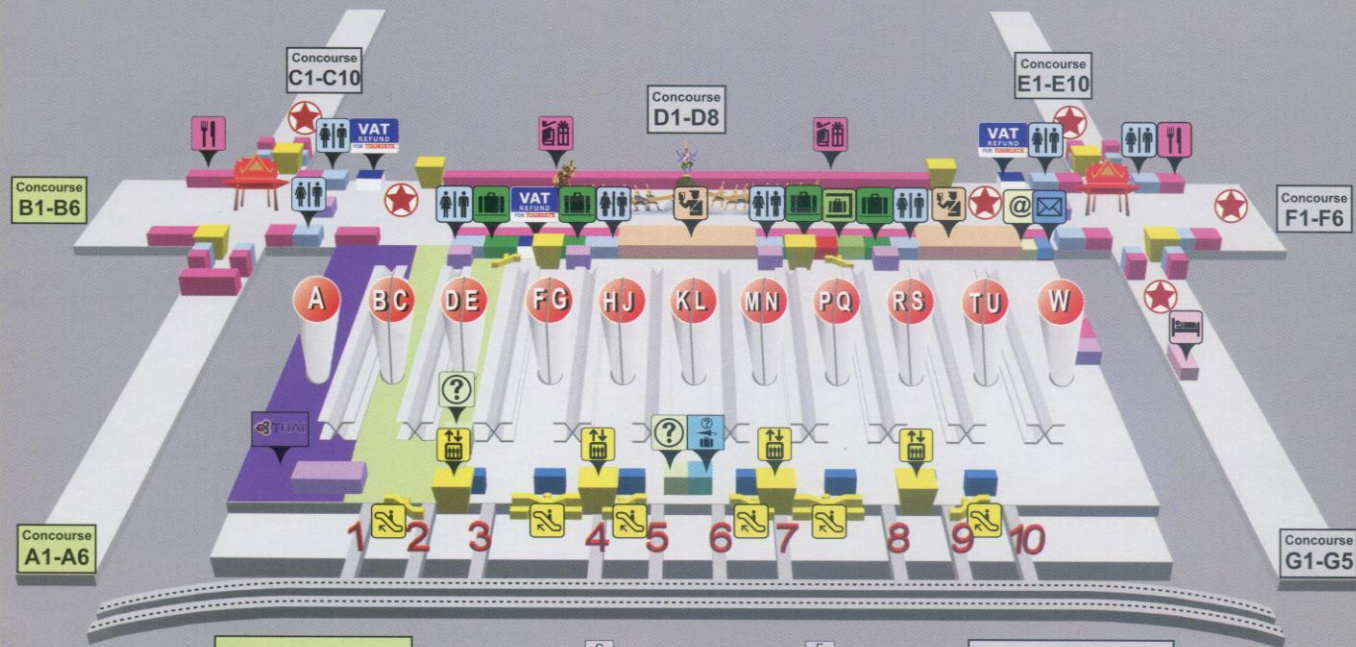


VAT Refund
คืนภาษีให้นักท่องเที่ยว



Internet
อินเทอร์เน็ต

4th Floor Departure Area



Public Transportation

Pick up Area :

• Shuttle Buses

- on the ground, second and fourth floor.

• Public Taxis

- on the second floor at entrances 3 and 9

• Limousines

- on the second floor at entrance 5

• Transport Company Buses

- on the ground floor

• Airport Express Buses

- on the ground floor at entrance 8

• BMTA Buses

- on the ground floor

• BMTA Vans

- on the ground floor



Suvarnabhumi Medical Clinic
คลินิกแพทย์ สุวรรณภูมิ



Health Control
ด่านควบคุมโรคติดต่อ



Elevator
ลิฟท์



CIP
ห้องรับรอง



Escalator
บันไดเลื่อน



Visa on Arrival



Barber Salon
ร้านเสริมสวย



Thai Airways International
พื้นที่สายการบินไทย



Shops
ร้านค้า



Customs
จุดตรวจศุลกากร



Restaurants
ร้านอาหาร



Tourist Police
ตำรวจท่องเที่ยว



Transfer Passengers
ผู้โดยสารเปลี่ยนเครื่อง



Immigration
ตรวจคนเข้าเมือง



Oversize Baggage Claim
จุดรับกระเป๋าเกินขนาด



Airport Express
รถแอร์พอร์ต เอ็กซ์เพรส



Airline Lounges
ห้องรับรองสายการบิน



Bus
รถโดยสารประจำทาง



Toilets
ห้องสุขา



Public Taxi
รถแท็กซี่สาธารณะ



Bank/Money Exchange
แลกเปลี่ยนเงินตรา



Limousine
รถลีมูซีน



ATTA
สมาคมไทยธุรกิจการท่องเที่ยว



Smoking Rooms
ห้องสูบบุหรี่

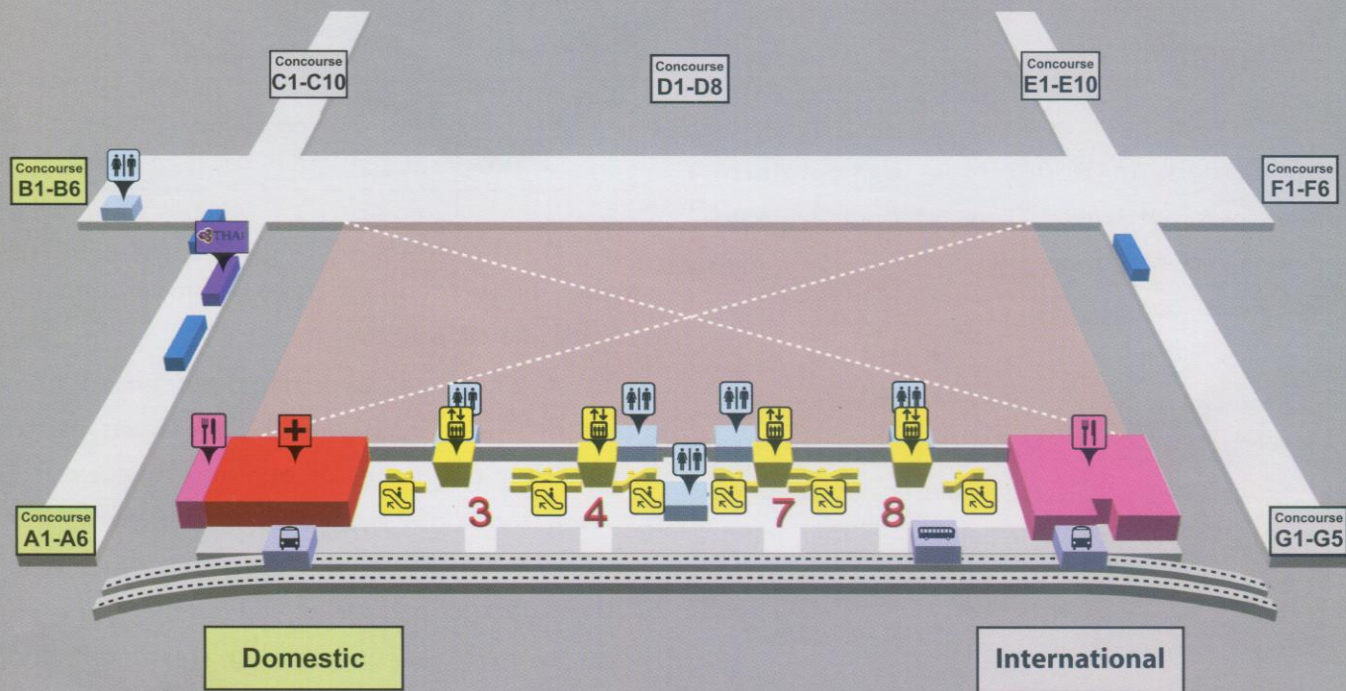


Airlines
พื้นที่สายการบิน



Tour Service
บริการท่องเที่ยว

1st Floor Bus Lobby



Measures on the

Limitation of Liquid

Gel and Spray to Be Carried on Board.



- all types of liquid, gel and spray to be carried on board must be put into containers not over 100 ml. of quantity. Any over-limited containers are not allowed to be carried on board.

- all the said containers must be put together in a zipped clear plastic bags; and the whole content must not be over one litre.

- all passengers can carry only one plastic bags and must have it separately checked by officials at the screening points.



Baggage for being loaded

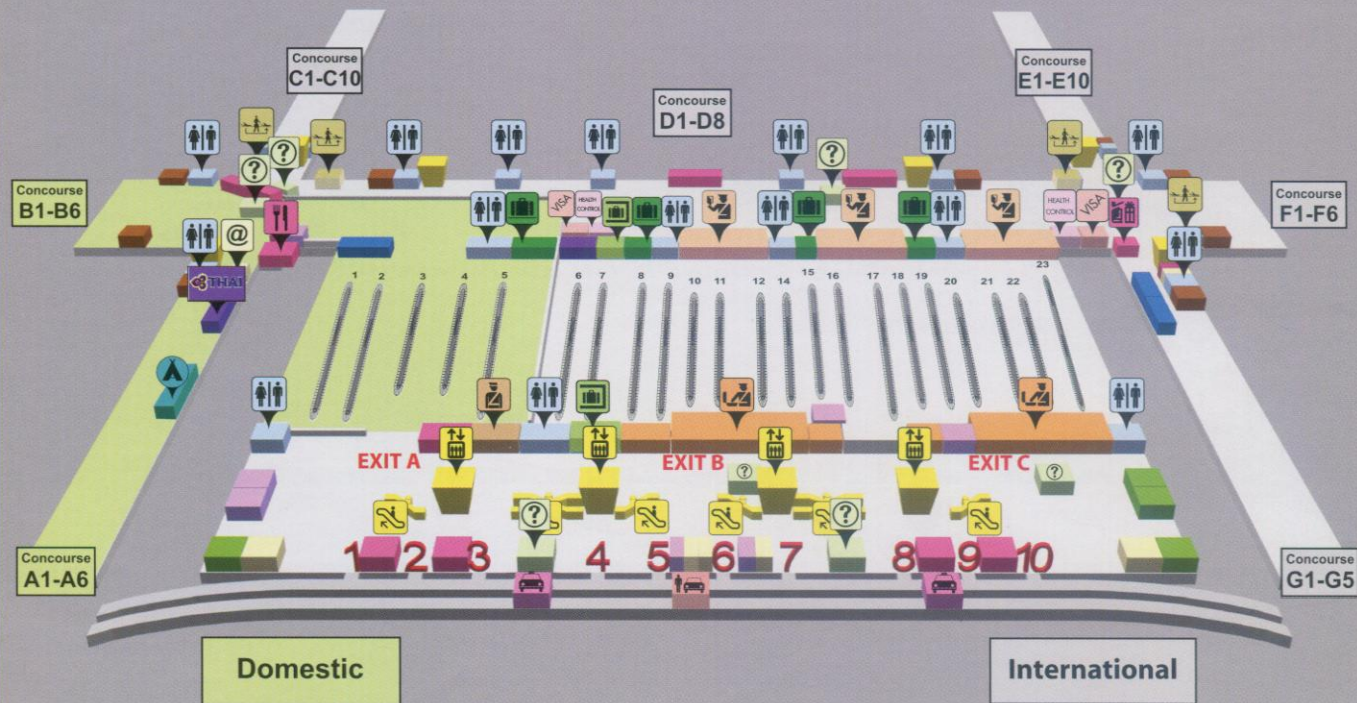


- the content of liquid, gel and spray which are over 100 ml. cannot be hand-carried on board.

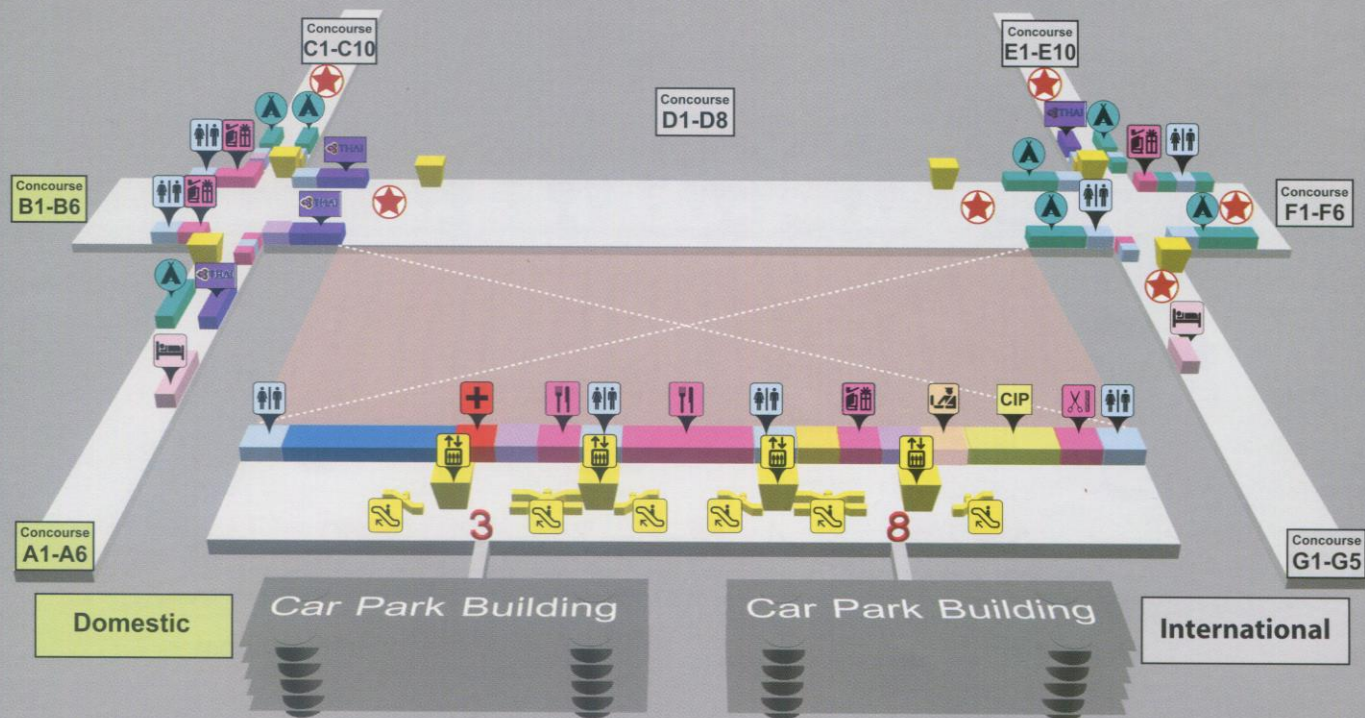
- an exempted liquid under this measure includes baby food and milk in proper quantity and also prescribed pills.

- liquid, gel and spray purchased from airport duty free shops must be in sealed plastic bags without any traces of opening. A receipts of purchase showing the purchasing date which, of course, must be the same date of traveling has to be presented to officials at the screening points. However, measures on carrying liquid, gel and spray on board vary in different countries. Passengers should ask for information from their airlines prior to making any purchase.

2nd Floor Arrival Area



3rd Floor Shops & Restaurants



Welcome to...

Thailand

an Unforgettable Destination

"Welcome to Thailand, an Unforgettable Destination" has been organized by Suvarnabhumi Airport to welcome and greet incoming tourists by simulating celebration events of Thai people on various occasions. The purpose is to portray the uniqueness of Thai ways of life.

The "Welcome to Thailand" event consists of activities organized in different periods of time as follow :

- **The Color of Blessing** was the first event of the year organized during 31 December 2007 -11 January 2008 to welcome the New Year.




- **The Recognition of Romance** was organized on Valentine day from 13-24 February 2008 presenting the traditional Northern Thai style of "Lan Na" in bridal gifts carrying procession.

- **The Amusing Feast Park** event is organized on Songkran Festival during 11-22 April 2008. Tourists will experience the feeling of joy and fun of Thai festival.

- **Variety of life** is the event organized from 13-24 June 2008 presenting Thai ways of life in 4 regions. This will make tourists come to touch and experience the original and the rich of Thai culture.

- **Timeless Palace** organized during 8-19 August 2008 is a presentation simulating the famous royal ceremonies of Thailand which are scarcely to be seen nowadays.





Suvarnabhumi Airport

Luggage information for arriving passengers

- International arrival area, please contact counters
 - between conveyor belts no.9-10
 - between conveyor belts no.15-16
 - between conveyor belts no.18-19
 - between conveyor belts no. 22-23
- Domestic arrival area, please contact counters
 - between conveyor belts no. 1-2
 - between conveyor belts no. 4-5
- Arrival hall (TG)
 - please contact the counter in the area of exit A.

Customs Inspection for VAT Refund

- is in the departure hall on the fourth floor

VAT Refund Office

- in the departure hall on the fourth floor
- in concourse D on the east and on the west each

Lost & Found

- please contact lost property counter on the fourth floor, between entrances 5-6

Airport Information Counters

- In the passenger terminal, they are
 - in the departure hall on the fourth floor, at entrance 3 and between entrances 5-6
 - in the arrival hall on the second floor, between entrances 3-4 and 7-8
 - in the arrival hall, on the second floor at exit B
 - in the arrival hall, on the second floor at exit C
- In the concourse Area
 - at the cross-section of Concourses A and B on the second floor
 - at the cross-section area of Concourse C on the second floor
 - in the area in front of passport control, on the second floor, in central area of Concourse D near the international bus gate.
 - at the cross-section area of Concourses E, F and G on the second floor

Post Office

- in the departure hall on the fourth floor, behind row W check-in counters
- on the second floor of Concourse G

International Calls

- in the departure hall on the fourth floor behind row W check-in counters
- on the second floor of Concourses A, C and G

Asking for Wheelchair

- Please contact your airline staffs at check-in counters



Miss Paradee Saengnet

Smile

Suvarnabhumi

Khun Paradee or Khun Nui, as her nickname, a graduate from Songkhla Nakarin University, is presently a Senior Airport Services Officer 5 in the Airport Information Sub-Division, Passenger Services Division, Landside Operations Department, Suvarnabhumi Airport.

Khun Nui has been working as an airport service officer since 1996, when she firstly joined AOT. She gained lots of experiences in working through these years. Besides, she can fluently speak English, French and Chinese. She said that even she has performed this duty for quite a while; she still enjoys it, and is proud of her job. She takes herself as AOT representative who can help ease problems of people who have difficulties. This is one way to facilitate Suvarnabhumi Airport users and to imprint them with long lasting good memories.



Mr. Serirat Prasutanond [General Manager of Suvarnabhumi Airport]

Through the year 2007 in which Suvarnabhumi Airport was firstly operated, the problems of facilities systems and services were collectively graded and solved so that the Airport efficiency on various aspects could be achieved. The problem solving was smoothly carried out resulting from good cooperation among people and organizations concerned besides passengers' comments and suggestions on the Airport development. May I, on behalf of the Airport staffs and employees, express my sincere thanks to all of them upon this occasion.

Suvarnabhumi Airport has implemented 6 strategies to reach its goal of becoming one of the world's top ten airports in the year 2009. They include security, services and facilities, cooperation gained from airlines/government offices and entrepreneurs, commercial activities, promotion of service mind and the Airport environment. I, therefore, would like to ask all airport users to have confidence in us that we shall do our best to fulfill our mission.

Important Telephone Number



Suvarnabhumi Airport Call Center	0-2132-1888
TG Call Center	0-2356-1111
Lost Property Counter	0-2132-1880, 0-2132-1890
Left Baggage	0-2134-7795-6
Tourist Police	0-2132-1155 0-2134-4070
Limousine Counter	0-2134-2323-5
Tourist Information Center	0-2134-4079
Novotel Suvarnabhumi Airport Hotel	0-2131-1111
CIP Rooms (0800-1700 hrs.) (1700-0800 hrs.)	0-2132-9371 0-2132-0168

May 2008